

ISO/IEC 5140**Information technology — Cloud computing — Concepts for multi-cloud and the use of multiple cloud services**

Technologies de l'information — Informatique en nuage — Concepts pour le multi-nuage et l'utilisation des services en nuages multiples

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Cloud service customers (CSCs) create cloud solutions that satisfy their requirements and benefit from the use of cloud computing. In creating these cloud solutions, CSCs sometimes use cloud services from multiple cloud service providers (CSPs). The use of multiple CSPs gives rise to cloud deployment models (CDM) such as hybrid cloud, multi-cloud and hybrid multi-cloud. Similarly, the CSPs themselves sometimes utilize cloud services from other CSPs resulting in CDMs such as inter-cloud and federated cloud.

The use of cloud services from multiple CSPs, either through CSC cloud solutions or by CSPs utilizing cloud services from other CSPs, can potentially enhance availability, resilience, fault-tolerance, latency, flexibility, business continuity, cost optimization, the ability to operate in multiple geographies or jurisdictions, and the ability to meet compliance requirements. On the other hand, use of multiple cloud services in general and multiple cloud services from multiple CSPs can result in increased complexity and other operational and administrative challenges. These challenges, which can manifest in various ways, are addressed in order to create a cloud solution. Examples of such challenges include the necessary integrations and data transformations; additional burdens on management such as logging, monitoring and error resolution; the reconciliation of the cloud service agreements and cloud SLAs from multiple CSPs; the complexity of total cost estimation; identity management and access control across multiple CSPs; and privacy.

This document provides an overview of, and foundational concepts for, cloud computing involving multiple cloud service providers (CSPs). This document establishes a common understanding of cloud solutions that use cloud services from multiple CSPs by building on the cloud computing concepts defined in the ISO/IEC 22123 series. It also provides characteristics, benefits and challenges relating to multi-cloud and other cloud deployment models involving multiple CSPs.